



Title: Business Manager

Job Summary

This position entails managing products, workflows, and customer relationships with Rock Island by direct involvement with people and product management. Flexibility in a rapidly evolving environment, as well as an informational, interpersonal, and decisional approach are key as a liaison with customers, staff, and management.

Responsibilities

- Provide positive and effective communication in a variety of situations
- Provide oversight and direction to employees in the operating unit in accordance with the organization's policies and procedures.
- Communicate regularly with other managers, directors, EVP, president, and other designated contacts within the organization.
- Make business decisions that are financially responsible, accountable, justifiable, and defensible in accordance with organization policies and procedures.
- Manage the preparation and maintenance of reports necessary to carry out the functions of a assigned department. Prepares periodic reports for management, as necessary or requested, to track strategic goal accomplishment.
- Offers assistance in projects as required; willingness to manage projects as requested
- Hands-on management and direct assistance with products, department workflows, and customer relationships
- Perform other related duties as assigned

Qualifications

- High School diploma: Associate's or Bachelor's degree preferred.
- At least 2 years' experience in jobs involving extensive customer interaction and service.
- Basic knowledge of computer and Internet technology.

Skills

- Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
- Project Management - Lead employees to meet the organization's expectations for productivity, quality, continuous improvement, and goal accomplishment.
- Problem Solving - Identifies and resolves problems time efficiently; Gathers and analyzes information; Develops solutions; Uses reason.
- Communication - Speaks clearly and persuasively; listens and gets clarification when necessary; ability to communicate effectively with others, both orally and in writing.

- Computer skills - Ability to operate a personal computer using standard and to quickly learn to operate new or customized software applications appropriate to assigned tasks.
- Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Sets goals and objectives; Organizes or schedules other people and their tasks.
- Professionalism - Approaches others in a polite and tactful manner; Maintains composure and reacts well under pressure; Treats others with respect and consideration; Follows through on commitments.

Work Environment

- General office environment. Field environment if required.